

# “Innovations: Integrated Health & Mental Health of the African/African American Community”

## Black Visions of Wellness Program

Integrated Service Management Model (ISM)  
African /African American

Presented by UMMA Community Clinic/Weber Community Center-SSG

# Introductions

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# ICE BREAKER

- **A - AGITATED**
- **B - BIPOLAR**
- **C - CRAZY**

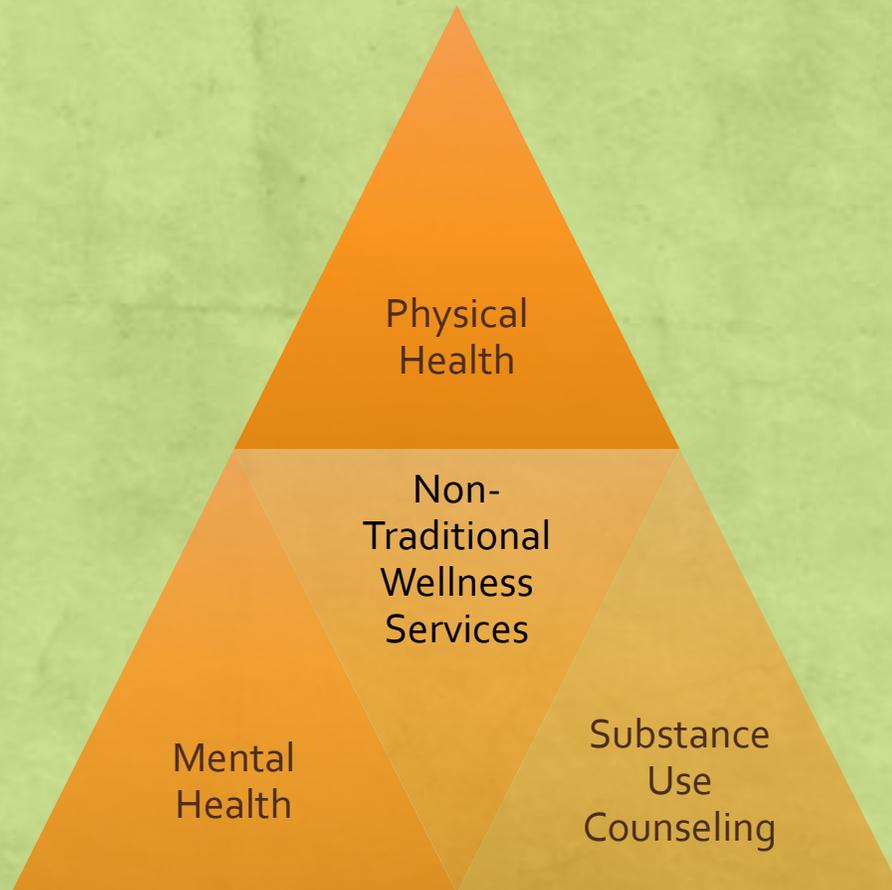
# WORKSHOP OBJECTIVES

1. Learn the components, tasks and skills necessary to facilitate an integrated model.
2. Learn the strategies to engage hard to reach African/African American residents in a culturally competent manner.
3. Learn how to incorporate measurement tools to determine effectiveness of the program components.

# Our Mission

Our mission is to strengthen the African and African-American community through services that encourage physical, mental, and emotional wellbeing while bringing about cultural awareness and appreciation of the mind, body, and spirit.

# Integrated Approach To Wellness



- The ISM model consists specially-trained and culturally competent “service integrators” that help clients use the resources of both formal” (i.e., mental health, health, substance abuse, child welfare, and other formal service providers) and non-traditional” (i.e., community defined healers) networks of providers, who use culturally-effective principles and values.
- The ISM Model services are grounded in ethnic communities with a strong foundation of community-based, non-traditional, and natural support systems such as faith-based organizations.

# About UMMA Community Clinic

University Muslim Medical Association (UMMA) Community Clinic is a full service family clinic located in South Los Angeles that provides pediatric/childhood immunizations, adult/family medicine, prenatal care, women's health, family planning and HIV/STD testing.

# About Weber Community Center/SSG

Weber Community Center/SSG is a community-based mental health organization in South Los Angeles that provides an array of Department of Mental Health services including evidence-based practices, wrap-around and FSP. Weber/SSG services clients in Service 6 from birth to 64 years old. Weber/SSG shares Fremont Wellness Center with UMMA as well as partnered with UMMA doing Affordable Care Act, and will as the AAA ISM UMMA's Administrative offices are next door to Weber.

# Outreach

- The ISM Model services are grounded in ethnic communities with a strong foundation of community-based, non-traditional, and natural support systems such as faith-based organizations, voluntary associations, and other service groups. Outreach to the community can include efforts such as:
  - General Outreach
  - Wellness Activities
  - Educational Activities
  - Wellness Fridays / Home Visits

# Outreach

## Wellness Workshops

- Vital signs are taken, including blood pressure, pulse, temp and O<sup>2</sup> for members of the community
- Participants are provided with health education and patient teaching materials about chronic conditions

## Engagement Visits

- Services are provided in the home
  - including vital signs, health education and patient teaching.
  - In-depth discussions about how to manage chronic conditions and the disease process
- The goal is to help patients identify the factors contributing to their medical concerns and make healthy lifestyle changes.

# Program Eligibility

- Self-identify as African or African American.
- Medically diagnosed by an UMMA provider with a chronic medical condition such as diabetes, asthma, obesity, heart disease, high-cholesterol, and chronic pain.
- In need of emotional counseling and/or substance abuse treatment due to economic stress, relationship issues, trauma, etc.
- Uninsured or underinsured – must meet qualification for Medi-cal.

# Intake/Therapy/Case Conference

- Therapists conduct psychological assessments to identify symptoms of medical necessity related to their mental health status.
- Therapists assist clients in creating measurable, objective goals and therapeutic clinic practices to reduce present symptoms.
- Therapists are responsible for DMH documentation, intake assessment, client coordination plan, documentation of treatment, psychiatric referrals, client presentation at case conferences, assist with identifying nontraditional support services, annual assessments, client advocacy and support in accomplishing goals.

# Case Management

- Case managers assist clients in identifying goals, strengths and needs:
  - Plan, monitor, and assist the clients with accessing what services and community resources that will accomplish treatment goals
  - Connect clients to socialization activities
  - Facilitate as a Health Navigator.

# Peer Advocacy

- Peer advocates develop and maintain a supportive one-on-one relationship to help with identifying and achieving goals, wants, and needs.
- They are a social support system that create an atmosphere of understanding and help a client increase their own sense of sufficiency.

# **A Client's Journey – Zachary's Story**

# **A Client's Journey – Alison's Story**



**Promoting Black Visions Of Wellness  
CASE CONFERENCE**

<p align="center"><b>CLIENT INFORMATION</b></p>	
Name: Client Name	Enrollment Date: 04/25/2014      Last CC Date: 05/05/2014
<p align="center"><b>Mental Health Summary</b></p>	
<p><b>Last Case Conference:</b></p> <p>Major Depression Disorder – Client’s father and mother passed away, PTSD. Client is experiencing feelings of hopeless, fatigue, insomnia, anger, increased appetite, homelessness and unemployment. Client got arrested and charged with possession of stolen property. Client witness abuse growing up.</p>	<p><b>IHOMS Data:</b> Recovery Scores: Client enters the program at 3.80. At the time of this report (12 – month) client scored a 2.40 which shows significant progress in this program.</p> <p>Client Progress Towards Goals: At the time report (12 month) client did not report no housing and education goal and made no progress towards employment goals.</p> <p>MORS Score: Client entered the program at a 3 high risk/engaged and at the time of this report client scored a 6 which is coping/rehabilitant</p>
<p align="center"><b>Physical Health Summary</b></p>	
<p><b>Last Case Conference:</b></p> <p>Hypertension Sciatica Numbness Obese</p> <p>Client has been regularly attending appointments and compliant with medication. Client also receives patient teaching from Chronic Care Case Manager during scheduled home visits.</p>	<p><b>IHOMS Data: Physical Health Indicators Results</b> Category: Baseline / Current</p> <ul style="list-style-type: none"> <li>• BMI: 30.2 / 28.9</li> <li>• Obesity Risk: Obese / Overweight</li> <li>• Hypertension Risk: Hypertensive Crisis (emergency care needed) / Hypertension Stage 1</li> <li>• Diabetes Risk</li> </ul> <p>Client entered program seeing the doctor 7-10 and it was not applicable at the time of this program.</p>
<p align="center"><b>Substance Abuse Summary</b></p>	
<p><b>Last Case Conference:</b></p>	<p><b>IHOMS Data: Clinician Rating of Impairment of Functioning through Substance Use (IMR):</b></p> <p>Client reported smoking tobacco every day</p>



**Promoting Black Visions Of Wellness  
CASE CONFERENCE**

<p align="center"><b>Nontraditional Partner Activity Summary</b></p>		
<p><b>Services Recommended:</b></p> <p>Acupuncture / 1x a week / 3 months</p>	<p><b>Participation:</b></p> <p>Village Health Foundation</p> <ul style="list-style-type: none"> <li>• March 3x</li> <li>• April 2x</li> <li>• May 4x</li> </ul> <p>Healthy Cooking Workshops</p> <ul style="list-style-type: none"> <li>• March</li> <li>• May</li> </ul>	<p><b>Evaluation:</b></p> <p>Client reported reduction in pain, which was another source of her depression.</p>
<p align="center"><b>Weber Group Participation Summary</b></p>		<p align="center"><b>IHOMS Data: Constructive Behavior</b></p>
<p>Client participating in socialization group and ceramics group</p>		<p>At Baseline client reported exercising four or more times during a usual week.</p>
<p align="center"><b>Client Agreement</b></p>		
<p>Client Agreement? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Date Signed:</p>
<p>Did Client Contribute to Services? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		

# Outcome Measures

## Measure

PROMIS Global Health

Pediatric PROMIS-25

PROMIS-Derived Alcohol/Substance Use

Health Status Screener

Illness Management & Recovery Scale (IMR-) Clinician Version

Physical Health and Behaviors Survey

CHOIS Supplement

Stigma Survey-10

Staff Satisfaction Questionnaire

Client Satisfaction Questionnaire

Case Western Integrated Treatment Tool

# Vetting Partners

This survey is an initial screening process for potential nontraditional partners.

It ensures that their mission and vision is in line with ours.

## UMMA's SUBCONTRACTOR PRESCREENING QUESTIONNAIRE

Promoting Black Visions of Wellness (B-VOW) is a program of UMMA Community Clinic funded by the Los Angeles County Department of Mental (DMH). The B-VOW program is designed to address the chronic and behavioral health conditions and substance abuse issues among African/African American residents of all ages using an integrated holistic service model approach.

Please complete the prescreening questions as thoroughly as possible:

1. Do you currently or have you ever had a contract or partnership with UMMA or DMH? (Circle your response)

Yes  No  Don't Know

2. Do you or your organization have an NPI Number?

Yes  No  Don't Know

3. Do you have staff that reflects the target population?

Yes  No  Don't Know

4. Do you or your organization have the capability to track and evaluate services?

Yes  No  Don't Know

If yes, specify.

1. \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_

5. What type of entity do you have?

Individual  Contractor  Nonprofit (501c3)  Private  For -Profit

6. What type of services do you provide? (Circle all that apply)

Tai Chi  Healthy Cooking Classes  Gardening Classes  Yoga  Acupuncture  
 Zumba  Other (Please Specify )  Other (Please Specify )

7. What age group(s) do you serve? (Circle all that apply)

Children (ages 12 and under)  Youth (ages 13 – 17)  Adults (ages 15 – 54)  Seniors (ages 55+)

8. Where are your services located/provided? (Circle all that apply)

Downtown  Compton/Watts  Crenshaw (Inglewood and/or Baldwin Hills)  South Bay  Other

Who completed this survey?

Name:	Address
Title:	City, State, Zip Code
Phone	Email:
Fax	Website

## Non-Traditional Partner Tools

- Each non-traditional Partner is required to develop a measurement tool based on the contracted services. The utilization of these measurement tools was mandatory for all Partners starting fiscal year 2014/2015.
- The next two slides are sample tools used by non-traditional Partners.

# PARTNER TOOLS – Healthy Cooking Class



## Participant Survey

Date: \_\_\_\_\_

**Overall, how satisfied were you with this class? (Please check one)**

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

**Would you recommend this class to friends and others? (Please check one)**

- No Way!
- Maybe
- Definitely!

**What are the main reasons you came to this Class? (Please check that apply)**

- I want to learn something new to cook
- I need help with techniques for healthier food
- I like learning things with other people
- Other (Please Specify) - \_\_\_\_\_

**What aspect of the class did you enjoy the most? (Please check that apply)**

- Presentation
- Quality of food
- Location



## Participant Survey

**What was your favorite dish and why?**

**Which recipes will you prepare again at home?**

**Was did you like best about the presentation and class?**

**What is one change that you will make in mealtime or eating habits?**

**How did you hear about today's cooking class? (Please check that apply)**

- Friend/Family
- Flyer
- Black Vision of Wellness Staff
- Event (Please Specify): \_\_\_\_\_
- Other (Please Specify): \_\_\_\_\_

**Any feedback, recommendations or suggestions for future classes?**

# Acupuncture and Personal Fitness Training

1. Because of treatment... (acupuncture, yoga, tai chi)

SAMPLE	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Because of acupuncture... I feel better.					
I have less pain.					
I am more focused.					
I have more energy.					
My mood is more stable.					
I am less susceptible to illness.					
I get along better with others.					
I have less pain.					

2. Client's Personal Experience with Acupuncture

Personal experience with acupuncture	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I was afraid of the needles when I began acupuncture.					
I enjoy being left to rest quietly with needles in place.					
I feel like a partner with my acupuncturist during treatments.					
My experiences with needling have been largely pleasant.					
I enjoy the immediate feedback I get as my acupuncturist treats me.					
I am conscientious about following my acupuncturist's recommendations for self-care.					
I feel energized after treatments.					
I find Chinese herbs to be very effective.					

3. Please rate effectiveness of treatment (yoga, tai chi, acupuncture) at Village Health

	Vary Effective	Moderately Effective	Mildly or Not Effective	Not Applicable
Stress/Tension				
Depression/Mood				
Fatigue/Energy				
Back Pain				
Other Muscle/Skeletal Pain				
Arthritis				
Migraine				
Other Headaches				
Female Concerns				
Gastrointestinal				
Allergies				
Asthma				
Health/Wholeness				

4. How long has client been receiving treatment from Village Health

	First Visit	Less than 3 months	3 - 6 months	6-12 months	Over a year
Yoga					
Acupuncture					
Tai Chi					
Other:					

## InBody 230

Name(I.D.) Gender Age Height Date Time  
 123 Female 57years 5ft. 1.0in. 11.05.2014 13:18:53

### Body Composition

	Values	Lean Body Mass	Weight
Total Body Water	86.4 lbs	116.7 lbs	234.4 lbs
Dry Lean Mass	30.3 lbs		
Body Fat Mass	117.7 lbs		

### Body Composition Analysis

	Under	Normal	Over
Weight	100 110 120 130 140 150 160 170 180 190 200 210 220 230 240 250 260 270 280 290 300		234.4 lbs
Skeletal Muscle Mass	10 20 30 40 50 60 70 80 90 100 110 120 130 140 150 160 170 180		64.8 lbs
Body Fat Mass	10 20 30 40 50 60 70 80 90 100 110 120 130 140 150 160 170 180 190 200		117.7 lbs

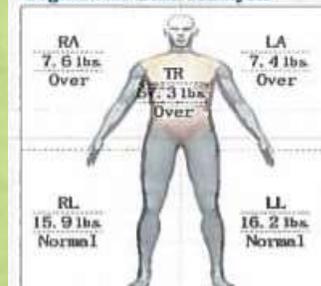
### Obesity Analysis

	Under	Normal	Over
BMI Body Mass Index (kg/m <sup>2</sup> )	10 15 20 25 30 35 40 45 50 55 60		44.3
PBF Percentage of Body Fat (%)	5 10 15 20 25 30 35 40 45 50 55 60		50.2

BMI =  $\frac{\text{Weight, kg}}{\text{Height, m}^2}$     PBF =  $\frac{\text{Fat}}{\text{Weight}} \times 100$

BMI Body Mass Index  Under  Normal  Over  
 PBF Percentage of Body Fat  Under  Normal  Over

### Segmental Lean Analysis



### Segmental Lean Analysis

Use this section to understand how your muscle mass is distributed throughout your body. Your segmental distribution could indicate that you have maintained or developed muscle mass proportionately. You may discover that you have a tendency toward a disproportionate amount of muscle in your legs or your trunk and arms. Genetically there are inherent tendencies toward more or less musculature in any of these areas. It's true that you can't "spot lose" fat but you can develop or maintain certain muscles by using them more.

### Impedance

Z	RA	LA	TR	RL	LL(D)
20 Hz	257	272	15.8	204	195
100 Hz	229	243	13.2	187	179

### Body Composition

Body composition testing is the process of measuring the components of your body. In short what you're made of. Weight alone is not a clear indication of good health because it does not distinguish how many pounds are fat and how many pounds are lean body mass. By regularly monitoring your Body Fat, and Muscle Mass or Muscular Development, you can understand how your diet, lifestyle and exercise regime are influencing your body composition. Knowing what's working for you can help you target and reach your wellness, appearance and longevity goals.

### Body Composition Analysis

What we've made of impacts our health, appearance and our capabilities. Too much Body Fat increases our risk of developing diseases such as diabetes, heart disease and cancer. Carrying too much weight places undue stress on our joints, heart and vital organs. Ideally the Skeletal Muscle Mass graph to the left should reach or surpass the normal range and the Body Fat Mass graph should be falling within the Normal Range.

### Obesity Analysis

BMI isn't a measurement but a calculation based on your height and weight. A BMI over the normal range can indicate a weight problem, or a degree of obesity. Individuals with large amounts of muscle mass for their height may also have a BMI over the normal range, this is not indicative of obesity or a health risk. Percentage of Body Fat is a measured component of your actual body composition. PBF is the percentage of your total weight that isn't muscle, bone or excess fluid. PBF is a more accurate means of assessing degrees of obesity or degrees of fitness.

### Body Fat & LBM

Body Fat	- 82.9 lbs
LBM	0.0 lbs
Fat	+ (need more body fat mass)
	- (lose body fat mass)
LBM	+ (need more lean body mass)
	- (lose lean body mass)

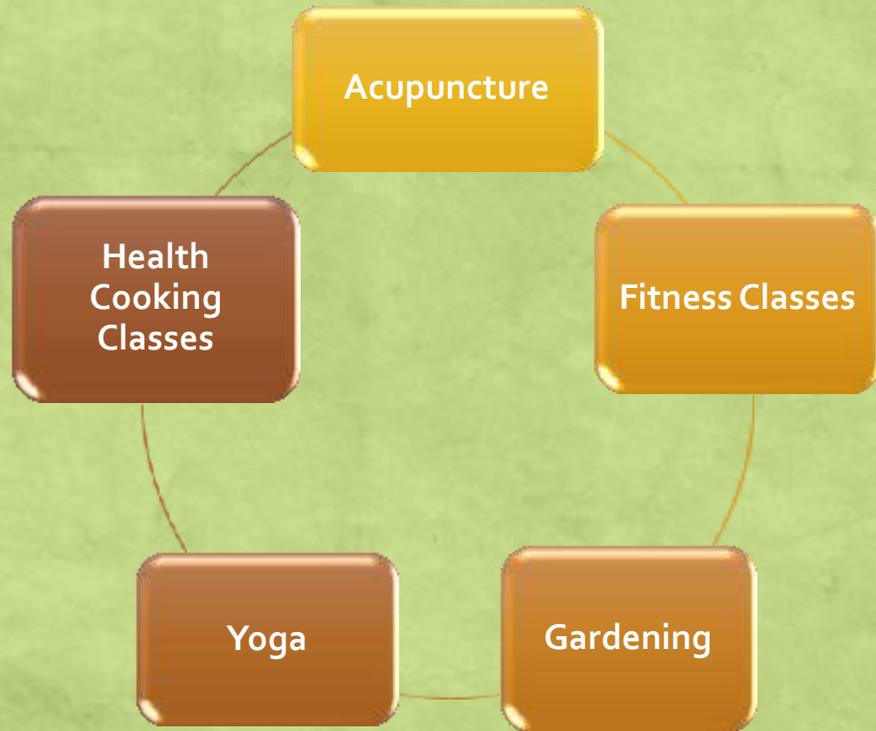
### Basal Metabolic Rate

BMR	1513 kcal
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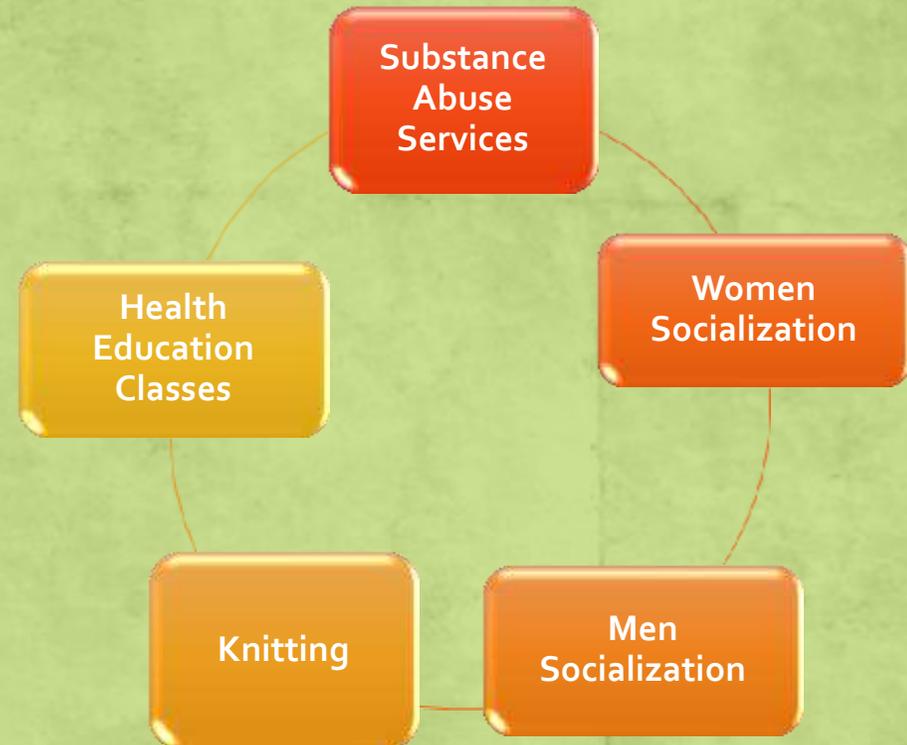
The BMR is the minimal number of calories needed to sustain life at a resting state. BMR is directly correlated with Lean Body Mass. With age muscle depletes and BMR steadily decreases.

# Our Wellness Activities

## Services Provided by Non-Traditional Partners



## Services Provided by UMMA/Weber -SSG



# Chronic Care Management

- Chronic disease case managers provide a combination of clinical coordination with physical needs including medical triage and collecting and tracking outcome measures
- Chronic case managers also conduct home visits

# Weight Loss Competition Contest

- Our weight loss competition is a 12-week challenge designed to encourage BVOW participants to make healthy lifestyle changes and help them make progress towards their weight-loss goals.

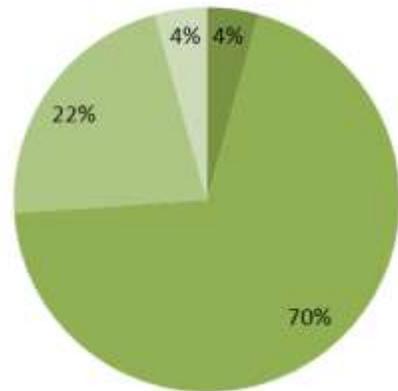
# Weight Loss Competition CONT

- The contest is opened to all BVOW participants with a BMI over 30 and live with chronic conditions such as obesity, hypertension, and diabetes.
- Participants have access to all of the BVOW program services, including a special support group to help them stay motivated throughout the competition.

# Round 1 Data

## Weight Range

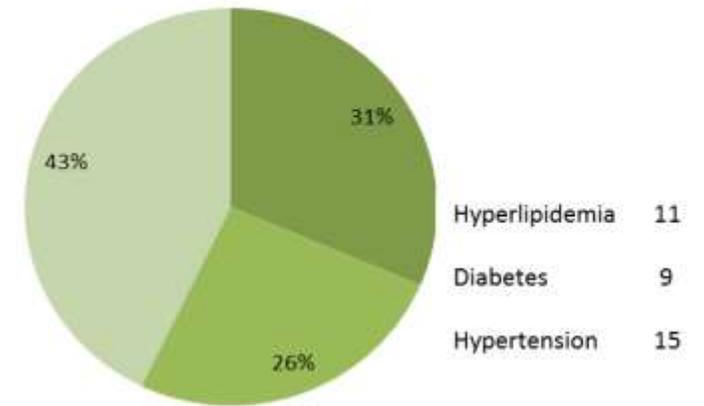
■ 150-200 ■ 200-300 ■ 300-400 ■ 400-500



## Chronic Conditions

In addition to OBESITY

■ Hyperlipidemia ■ Diabetes ■ Hypertension



# Round 1 Weight Trends



# Biggest Loser Finale Video

# Lessons Learned

- The Black Visions of Wellness (B-VOW) Program has outreached to 81,373 community members.
  - As of November 2014, The BVOW Program has served a total of 192 African and African Americans residents in Los Angeles County, ages 6 – 70 years old.
- Language is important and a critical factor in effectively serving the community.
- Groups are essential to increased engagement and retention of BVOW participants.
- Transportation remains a barrier to accessing services.
- As a staff, it's important to have policies and procedures to have a strong partnership between UMMA and Weber/SSG.
- All clients within the program, including clients enrolled in the substance abuse component, should be enrolled with one primary care practice. Essentially, all clients enrolled in the program should have the same medical home.
- Defining Culturally Competent Services
- Examples of Cultural Expertise

# Leveraging Resources

- To date, we have leveraged an average of: \$3,500/month throughout the duration of this grant.
- This encompasses:
  - the patient population for this grant that is diagnosed with a chronic condition
  - their comprehensive medical visits that go beyond clinical visits
  - includes regular behavioral health screenings and coordination of referrals for specialty care
  - medication prescription and management
  - laboratory screenings and diagnostics, and imaging services

# Policies and Procedures

# Questions?

## Presenters:

Kendra Wilkins – AAA ISM Program Director (UMMA)

Jennifer Schott - Division Director (Weber/SSG)

Donte Woods – Peer Advocate (Weber/SSG)

Lawanda Parker, LVN – AAA ISM Chronic Case Manager (UMMA)

La Shaun Lawson, MFT – AAA ISM Coordinator (Weber/SSG)

Jackie Jones – Case Manager (Weber/SSG)

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